

as deemed necessary by MCIm.

5.1.6.6.2 If changes are negotiated, MCIm and/or SWBT shall arrange for testing of the modified data in a Post Conversion Test Plan designed to encompass all types of changes to the usage data transferred by SWBT to MCIm and the methods of transmission for that data.

#### 5.1.6.7 Change Negotiations

5.1.6.7.1 MCIm shall be notified in writing of all proposed changes initiated by SWBT. In turn, MCIm shall notify SWBT in writing of proposed changes initiated by MCIm.

5.1.6.7.2 After formal notification of planned changes by either Party, either Party shall schedule meetings as mutually agreed with the other Party. The first meeting should produce the overall change description (if not previously furnished) and the list of records and/or systems affected.

5.1.6.7.3 In subsequent meetings, the Parties shall provide a detailed description of changes to be implemented. After reviewing the described changes, the Parties shall negotiate a detailed test procedure.

#### 5.1.6.8 Verification of Changes

5.1.6.8.1 Based on the detailed description of changes furnished by either Party, MCIm and SWBT personnel shall:

- Determine the type of change(s) to be implemented;
- Develop a comprehensive test plan;
- Negotiate scheduling and transfer of modified data with SWBT;
- Negotiate testing of modified data with the appropriate MCIm RPC;
- Negotiate processing of verified data through the MCIm billing system with the RPC;
- Arrange for review and verification of testing with appropriate MCIm groups;

- Arrange for review of modified controls, if applicable.

#### 5.1.6.9 Introduction of Changes

**5.1.6.9.1 When all the testing requirements have been met and the results reviewed and accepted, designated MCIm and SWBT personnel shall:**

- **Negotiate an implementation schedule;**
- **Verify the existence of a contingency plan with the appropriate MCIm personnel;**
- **Arrange for the follow-up review of changes with appropriate MCIm personnel;**
- **Arrange for appropriate changes in control program, if applicable;**
- **Arrange for long-term functional review of impact of changes on the MCIm billing system, i.e., accuracy, timeliness, and completeness.**

### 5.2 Data Usage Exchange and Interfaces

#### 5.2.1 Transmission Delivery Schedule

Data Delivery Schedules: Data shall be delivered to MCIm by SWBT five (5) times a week unless otherwise negotiated. **MCIm and/or SWBT Data Center holidays are excluded. SWBT and MCIm shall exchange schedules of designated Data Center holidays.** Daily usage data shall be transmitted to MCIm by SWBT at a minimum five (5) days a week, usually Monday through Friday. Actual transmission schedules will be negotiated by the Parties.

#### 5.2.2 Emergency Back-up Procedures

**5.2.2.1 In the event usage transfer cannot be accommodated by Connect Direct because of extended (one (1) business day or longer) facility outages, SWBT shall contract for a courier service to transport the data via cartridge.**

**5.2.2.2 SWBT shall comply with the following standards when emergency data is transported to MCIm on cartridge via a courier. The data shall be in variable block format and:**

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Cartridge:	38,000 BPI (Bytes per inch)
LRECL:	2,472 Bytes
Parity:	Odd
Character Set:	Extended Binary Coded Decimal Interchange Code (EBCDIC)
External labels:	Exchange Carrier Name, Dataset Name (DSN) and volume serial number
Internal labels:	IBM Industry OS labels shall be used. They consist of a single volume label and two sets of header and trailer labels.

### 5.2.3 Usage Data Packing Requirements

5.2.3.1 A pack shall contain a minimum of one message record or a maximum of 99,999 message records plus a pack header record and a pack trailer record. A file transmission contains a maximum of 99 packs. A dataset shall contain a minimum of one pack. SWBT shall provide MCIIm one dataset per sending location, with the agreed upon RAO/OCN populated in the Header and Trailer records.

5.2.3.2 MCIIm shall notify SWBT of resend requirements if a data file must be replaced. If an individual pack is rejected, MCIIm will notify SWBT's finance point of contact of via a telephone call and a confirmation report.

5.2.3.3 Critical edit failure on the Pack Header or Pack Trailer records shall result in pack rejection (e.g., detail record count not equal to grand total included in the pack trailer). Notification of pack rejection shall be made by MCIIm within one (1) business day of processing. Rejected packs shall be corrected by SWBT and retransmitted to MCIIm within twenty-four (24) hours or within an alternate time frame negotiated on a case by case basis.

5.2.3.4 Rated in collect messages should be transmitted via the Connect-Direct and can be intermingled with the unrated messages. No special packing is needed.

5.2.3.5 EMR: SWBT shall provide Recorded Usage Data in the EMR format, and shall be transmitted, via a direct feed, to MCIIm. The detailed EMR record IDs shall be agreed to by both Parties.

The following header and trailer will be used to transmit usage data.

Header Record	20-21-01
Trailer Record	20-21-02

5.2.3.6 The Parties shall comply with the most current version of Bellcore guidelines for formatting EMR records.

5.2.3.7 The Interfacing SWBT RAO, OCN, identifiers shall be used by MCIm to control invoice sequencing. The Interfacing SWBT RAO Code shall also be used to determine where the message return file, containing any misdirected and unguidable usage, shall be sent.

5.2.3.8 The file's Record Format (RECFM) shall be Variable Block, Size and the Logical Record Length (LRECL) shall be as set forth in paragraph 5.2.2.2.

5.2.3.9 SWBT shall transmit the usage to MCIm using dataset naming conventions as agreed to by the Parties.

5.2.3.10 Header and trailer records shall be populated in positions 13-27 with the following information:

Position	
13-14	Invoice numbers (1-99)
15-16	Bell Co. ID number
17-19	Interfacing Bell RAO Code
20-23	MCIm OCN - value 7229
24-27	MCIm OCN

The trailer grand total record count shall be populated with total records in pack (excluding header & trailer)

#### 5.2.4 Control Reports

5.2.4.1 Control Reports: MCIm accepts input data provided by SWBT in EMR format in accordance with the requirements and specifications detailed in this Section 5 of Attachment VIII. In order to ensure the overall integrity of the usage being transmitted

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from SWBT to MCIIm, data transfer control reports shall be required. These reports shall be provided by MCIIm to SWBT on a daily or otherwise negotiated basis and reflect the results of the processing for each pack transmitted by SWBT.

5.2.4.2 Message Validation Reports: MCIIm shall provide the following once (1) per day (or as otherwise negotiated): Message Validation reports to the designated SWBT System Control Coordinator. These reports shall be provided for all data received within SWBT Local Resale Feed and shall be transmitted Monday through Friday.

5.2.4.3 Incollect Pack Processing: This report provides vital statistics and control totals for packs rejected and accepted and dropped messages. The information is provided in the following report formats and control levels:

SWBT Name

Reseller Total Messages processed in a pack

Packs processed shall reflect the number of messages initially erred  
and accepted within a pack

Reseller Total Packs processed

### 5.3 Standards

5.3.1 When requested by MCIIm for security purposes, SWBT shall provide MCIIm with Recorded Usage Data within two (2) hours of the call completion. If not available in EMR format, the Recorded Usage Data may be provided in AMA format.

5.3.2 SWBT shall include the Working Telephone Number (WTN) of the call originator on each EMR call record.

5.3.3 End user subscriber usage records and station level detail records shall be in packs in accordance with EMR standards.

5.3.4 SWBT shall provide Recorded Usage Data to MCIIm on a schedule to be determined by the Parties. When recorder usage data is available, SWBT shall provide to MCIIm the Recorded Usage Data not more than **twenty-four (24) hours** after termination of the call for which usage data is to be provided.

5.3.5 The Parties shall mutually agree how to segregate and organize the Recorded Usage Data.

#### 5.4 Performance Measurements

5.4.1 Timeliness: SWBT shall mechanically transmit, via Connect-Direct, all usage records to MCIm's Message Processing Center once (1) per day.

##### Measurement:

<u>Rating</u>	<u>Criteria</u>
Exceeds Expectations	>99.95% records delivered on the day call was recorded
Meets Expectations	=99.94% of all messages delivered on the day the call was recorded
Approaches Expectations	=99.94% of all messages delivered within 12 hours of the day the call was recorded
Does Not Meet Expectations	< 99.94% of all messages delivered within 12 hours of the day the call was recorded

5.4.2 Completeness: SWBT shall provide all required Recorded Usage Data and ensure that it is processed and transmitted within fifteen (15) days of the message create date.

**Metric:**

[(Total number of Recorded Usage Data records delivered during current month

minus

Number of Usage Call Records held in error file at the end of the current month)

divided by

Total number of Recorded Usage Data Records delivered during current month]

times 100

**Measurement:**

<del>Rating</del>	<del>Criteria</del>
Exceeds Expectations	100% of all recorded records delivered
Meets Expectations	>99.99% of all recorded records delivered
Approaches Expectations	99.95% to 99.98% of recorded records delivered
Does Not Meet Expectations	<99.94% of all recorded records delivered

**Note:** Failure of SWBT to transmit to MCIm 100% of all recorded messages shall result in a liability by SWBT to MCIm for the lost revenue.

**5.4.3 Accuracy:** SWBT shall provide Recorded Usage Data in the format and with the content as defined in the current Belcore document.

**Metric:**

(Total Number of Recorded Usage Data Transmitted Correctly  
divided by

Total Number of Recorded Usage Data Transmitted)  
x 100

**Measurement:**

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<u>Rating</u>	<u>Criteria</u>
Exceeds Expectations	100% of all recorded records delivered
Meets Expectations	>99.99% of all recorded records delivered
Approaches Expectations	99.95% to 99.98% of recorded records delivered
Does Not Meet Expectations	<99.94% of all recorded records delivered

**5.4.4 Data Packs Accuracy:** SWBT shall transmit to MCIm all packs error-free in the format agreed.

<u>Rating</u>	<u>Criteria</u>
Exceeds Expectations	6+ months of Transmitted Packs without a rejected pack
Meets Expectations	6 months of Transmitted Packs without a rejected pack
Does Not Meet Expectations	1 Rejected Pack in a window of less than 3 months

**Notes:** All measurements 5.4.5 shall be on a Rolling Period.

**5.4.5 Recorded Usage Data Accuracy:** SWBT shall ensure that the Recorded Usage Data is transmitted to MCIm error free. The level of detail includes, but is not limited to: detail required to Rating the call, Duration of the call, and Correct Originating/Terminating information pertaining to the call. The error is reported to SWBT as a Modification Request (MR). Performance is to be measured at 2 levels defined below. MCIm shall identify the priority of the MR at the time of hand off as Severity 1 or Severity 2. The following are MCIm expectations of SWBT for each:

**Measurement:**

**Severity 1:**

<u>Rating</u>	<u>Criteria</u>
Exceeds Expectations	100% of the MR fixed in <24 hours
Meets Expectations	>90% of the MR fixed in <24 hours and 100% of the MR fixed in <5 days



### Does Not Meet Expectations

**<90% of the MR fixed in <24 hours or of the MR fixed in >5 days**

### Severity 2:

-----Rating-----

### -----Criteria-----

## Exceeds Expectations

**100% of the MR fixed in <3 working days**

## Meets Expectations

**>90% of the MR fixed in 3 days  
and of the MR fixed in <10 Days**

### Does Not Meet Expectations

**<90% of the MR fixed In <3 Days  
or of the MR fixed in >10 Days**

**5.4.6 Usage Inquiry Responsiveness:** SWBT shall respond to all usage inquiries within twenty-four (24) hours of MCIm's request for information. It is MCIm's expectation to receive continuous status reports until the request for information is satisfied.

### Measurements:

### Rating

### -----Criteria-----

## Exceeds Expectations

**100% of the Inquires responded to within 24 hours**

## Meets Expectations

## <99.99% of the Inquiries

### Does Not Meet Expectations

**responded to within 24 hours**

**5.4.7 File Transfer Accuracy: SWBT shall initiate and transmit all files error free and without loss of signal.**

**Metric:**

### Number of Files Received

divided by

### Number of Files Sent

**X 100**

**Notes: All measurement shall be a on a rolling period.**

**Measurement:**

**Rating**

### -----Criteria-----

## Exceeds Expectations

**6+ months of file transfers without a failure.**

<b>Meets Expectations</b>	<b>6 months of file transfers without a failure.</b>
<b>Does Not Meet Expectations</b>	<b>&lt;6 months of file transfers without failure.</b>

**5.4.8 SWBT shall meet the following performance measurements for the provision of EMR records:**

**5.4.8.1 Timeliness: 99.94% of all records recorded each day should be received by MCIm within one (1) calendar day of their recording. 100% of all such records should be received within five (5) calendar days of their recording.**

**5.4.8.2 Accuracy: There should be no more than sixty (60) errors per one million (1,000,000) records transmitted.**

**5.4.8.3 Completeness: There should be no more than twenty (20) omissions per one million (1,000,000) records.**

## **5.5 Reporting**

**5.5.1 SWBT shall agree to develop reports to be used for local usage data performance measurement within sixty (60) days of the Effective Date of this Agreement.**

**5.5.2 In addition to the reporting requirements stated above SWBT shall produce and publish annually with respect to its network and service quality performance, a report which will provide evidence that SWBT shows no undue discrimination by SWBT amongst LSPs or between SWBT retail and other LSPs with respect to quality of service.**

**5.5.2.1 The specific services to be included in the Performance Measurement Report, its format, measurement time frame, and initial implementation date shall be as required by MCIm.**

## **6. Maintenance**

### **6.1 General Requirements**

**6.1.1 SWBT will provide repair, maintenance, testing, and surveillance for all Resale services in accordance with the terms and conditions of this**

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Attachment. SWBT will provide repair, maintenance, testing and surveillance for Unbundled Network Elements and combinations of Unbundled Network Elements in accordance with the terms and conditions of this Attachment. Testing and surveillance of Unbundled Network Elements will be subject to the availability of test access points.

6.1.2 MCIm shall be responsible for communicating with MCIm subscribers for all calls regarding service problems, SWBT's scheduling of technician visits, and notifying the subscriber of trouble status and resolution.

## 6.2 Maintenance Requirements

6.2.1 SWBT and MCIm will work together to develop and provide maintenance for all Resale services and Unbundled Network Elements and combinations provided under this Agreement at levels equal to the maintenance provided by SWBT to itself or its affiliates for the purposes of serving end its user customers and will meet the requirements set forth in this Attachment. Such maintenance requirements will include, without limitation, those applicable to testing and network management, call gapping and notification of upgrades as they become available.

6.2.2 All SWBT employees or contractors who perform repair and/or maintenance service for MCIm subscribers shall follow the terms and conditions of this Agreement in all of their communications with MCIm subscribers. MCIm subscribers shall receive committed response times that are at least equal to that of SWBT subscribers and shall be handled on a parity basis regardless of whether the subscriber is an MCIm subscriber or an SWBT subscriber.

**6.2.3 SWBT shall provide MCIm with scheduled maintenance for all resold Telecommunications Services and Unbundled Network Elements provided to MCIm under this Agreement equal in quality to that currently provided by SWBT for purposes of serving its end user customers in the maintenance of its own network. Scheduled maintenance of Unbundled Network Elements will be subject to the availability of test access points.**

6.2.4 SWBT shall provide MCIm reasonable advance notice in compliance with Missouri requirements, FCC Rules and Regulations or the Act, whichever is earliest, of significant scheduled or non-scheduled maintenance activity which may impact MCIm's subscribers, through an

event notification letter, SWBT Accessibility Letter, or in the form required by the Missouri Commission or the FCC. SWBT will notify MCIIm of maintenance work in situations which include but are not limited to the following: (1) when maintenance activities are planned; (2) when there are unexpected major outages (for purposes of this subsection, an emergency network outage is defined as 5,000 or more blocked call attempts in a ten (10) minute period, in a single exchange).

6.2.5 SWBT shall assign a unique number to identify each MCIIm initial trouble report opened.

6.3 Electronic Bonding An electronic bond will be a system-to-system connection with immediate update capability. In no way shall this interface cause MCIIm personnel to use SWBT systems via remote hook up or any other means of access.

6.3.1 SWBT and MCIIm agree to work together in the Electronic Communications Implementation Committee (ECIC) or other appropriate organizations to establish uniform industry standards for Electronic Bonding Interfaces (EBI), in accordance with the ANSI T1.227 and T1.228, to support repair and maintenance of Resale services.

6.3.2 MCIIm and SWBT agree to work together to implement Phase I of the EBI (Electronic Bonding Interfaces). Phase I includes:

6.3.2.1 the ability to enter a new trouble ticket electronically;

6.3.2.2 the ability to receive the Estimated Time To Repair ("ETTR") electronically with the successful creation of the trouble ticket;

6.3.2.3 the ability to retrieve and track the current status on all electronically bonded trouble tickets;

6.3.2.4 the ability to get applicable charges at ticket closure. For non-designed services this will include the maintenance of service charge indicator. For special services, this will include the number of hours per technician and the bill activity type.

6.3.2.5 until such time that MCIIm and SWBT implement EBI or real-time access to above capabilities, SWBT will provide MCIIm

access to the same information and capabilities in those system(s) used by SWBT via the telephone through LSPC as an interim measure.

6.3.3 SWBT and MCIIm agree to work together to develop new or modify existing standards for Phase II of EBI (specific date by which development is to be completed to be jointly agreed upon) which will provide MCIIm the following capabilities, including, but not limited to:

6.3.3.1 the ability to perform feature and line option verification and request corrections;

6.3.3.2 the ability to perform network surveillance (e.g., performance monitoring);

6.3.3.3 the ability to initiate and receive test results (for resale only via MLT access, not available for unbundling);

6.3.3.4 the ability to receive immediate notification of missed appointments;

6.3.3.5 the ability to identify existing cable failures (by cable and pair numbering).

6.3.4 This EBI will conform to ANSI standards T1.227:1995 and T1.228:1995, Electronic Communication Implementation Committee (ECIC) Trouble Report Format Definition (TFRD) Number 1 as defined in ECIC document ECIC/TRA/95-003, and all standards referenced within those documents. The Parties will use and acknowledge functions currently implemented for reporting troubles. These functions include Enter Trouble, Request Trouble Report Status, Add Trouble Information, Modify Trouble Report Attributes, Trouble Report Attribute Value Change Notification, and Cancel Trouble Report, as explained in clauses 6 and 9 of ANSI T1.228:1995.

6.3.5 MCIIm and SWBT will exchange requests over a mutually agreed-to network. MCIIm and SWBT will translate maintenance requests or responses originating in their internal processes into the agreed attributes and elements.

6.3.6 SWBT and MCIIm will modify the EBI to incorporate updates to the

applicable ANSI and ECIC standards referenced above, unless the Parties agree to defer or forego a particular modification.

#### 6.4 Repair Service Response

6.4.1 SWBT technicians will provide repair service to MCIm subscribers that is at least equal in quality to that provided to SWBT subscribers; trouble calls from MCIm subscribers will receive response time and priorities that are at least equal to that of SWBT subscribers. MCIm and SWBT agree to use the severity and priority restoration guidelines set forth in SWBT MMP 94-08-001 dated April 1996.

6.4.2 Dispatching of SWBT technicians to MCIm subscriber premises shall be accomplished by SWBT pursuant to a request received from MCIm. SWBT shall provide repair service to MCIm subscribers that is at least equal in quality to that provided to SWBT subscribers; trouble calls from MCIm subscribers will receive response times and priorities that are at least equal to that of SWBT subscribers and other LSPs. **The electronic interface established pursuant to subsection 6.3 shall provide the capability of allowing MCIm to receive trouble reports, analyze and sectionalize the trouble, determine whether it is necessary to dispatch a service technician to the customer's premises, and verify any actual work completed on the customer's premises.** MCIm does not have to request dispatch to a customer's premises if SWBT identifies the problem as a network problem.

#### 6.5 Intercompany Communications

The SWBT Network Management Service Center (NMSC) will utilize a MCIm Single Point of Contact Center SPOC to notify MCIm of the existence, location, and source of all emergency network outages affecting an MCIm customer. The MCIm SPOC may call the SWBT NMSC in order to discuss scheduled activities that may impact MCIm Customers. For purposes of this subsection, an emergency network outage is defined as 5,000 or more blocked call attempts in a ten (10) minute period, in a single exchange.

#### 6.6 Emergency Restoration Plan and Disaster Recovery Plans

SWBT will provide MCIm with mutually agreed upon emergency restoration and disaster recovery plans that are consistent with FCC Service Restoration Guidelines. Such plans will include, at a minimum, the following:

6.6.1 SWBT agrees to the establishment of a single point of contact (SPOC) responsible for initiating and coordinating the information relating to the status of maintenance/restoration efforts and problem resolution for all unbundled Network Elements and Resale services for MCI<sub>m</sub>;

6.6.2 Disaster Recovery notification will be made in accordance with SWBT Central Office Disaster Recovery Plan MMP 94-12-001 dated April 19, 1996;

6.6.3 The SWBT NMSC will continue to notify MCI<sub>m</sub>'s SPOC of all activities involving central office and interoffice networks. The SWBT LSPC (Local Service Provider Center-Maintenance) will notify the MCI<sub>m</sub> SPOC of any local loop facility activities or failures, as the SWBT LSPC becomes aware of them;

6.6.4 Methods and procedures for mobile restoration equipment, SWBT MMP 94-06-001 dated May 21, 1996, and MMP 94-12-001 dated April 19, 1996;

6.6.5 Methods and procedures for reprovisioning of all unbundled Network Elements and Resale services after initial restoration. SWBT agrees that Telecommunications Service Priority ("TSP") services for MCI<sub>m</sub> carry equal priority with SWBT TSP services for restoration. SWBT will follow the guidelines established under the National Security Emergency Procedures (NSEP) plan and will follow TSP guidelines for restoration of emergency services first in accordance with SWBT Emergency Operations Plan Overview and General Description MMP 94-08-001 Section 12 dated April 1996;

6.6.6 Site-specific disaster recovery plans for LSPC and LSPSC provisioning work centers in accordance with LSPC Disaster Recovery Plan Summary dated April 22, 1996, and SWBT LSPSC Plan dated June 4, 1996;

6.6.7 Site-specific disaster recovery plan for operational systems and databases in accordance with SWBT Computer Facility Disaster recovery plan dated May 13, 1996;

6.6.8 Generic disaster recovery plan for central offices, commercial power and facility outages and in accordance with SWBT Generic Disaster Recovery Plans for Central Offices, Commercial Power, Facility Outages dated May 13, 1996, and as subsequently modified. Copper cable

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restoration shall be in accordance with SWBT Copper Cable Restoration Methods document dated May 13, 1996, and as subsequently modified. Fiber cable restoration will be in accordance with SWBT Emergency Management Process document dated April 23, 1996.

**6.6.9 Interim and electronic access to information relating to the status of restoration efforts and problem resolution during the restoration.**

**6.6.10 A mutually agreed to process for escalation of maintenance problems, including a complete, up-to-date list of responsible contacts, each available twenty-four (24) hours per day, seven (7) days per week.**

## 6.7 Misdirected Repair Calls

All misdirected repair calls to SWBT from MCIIm customers will be given a recording (or live statement) directing them to call the number designated by MCIIm. Scripts used by SWBT will refer MCIIm customers (in both English and Spanish when available) to a MCIIm designated number. All calls to 611 in SWBT's territory will continue to receive a standardized vacant code announcement (i.e., a recording specifying the number dialed is not valid) for all customers. MCIIm, on a reciprocal basis, will refer all misdirected calls that MCIIm receives for SWBT customers to a SWBT designated number.

## 6.8 Repair Procedures.

**6.8.1 When MCIIm reports trouble to SWBT, SWBT will analyze the line and confirm whether it is in working order. When trouble exists and SWBT repairs the trouble without dispatching a technician to an MCIIm subscriber's premises, SWBT shall advise MCIIm when the trouble has been cleared. When SWBT dispatches a technician to an MCIIm subscriber's premises, SWBT shall advise the subscriber in person or through an unbranded "leave behind" document that the trouble has been cleared. Until electronic bonding is in place, SWBT shall transmit a list of trouble tickets closed the previous day for lines resold to MCIIm. When electronic bonding is in use, status information on trouble tickets shall be available to MCIIm.**

**6.8.2 Prior to Electronic Bonding Interface (EBI), MCIIm will refer repair calls to the SWBT LSPC by telephone. After implementation of EBI, MCIIm may from time to time call the SWBT LSPC. In either event, the**

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following will apply: The SWBT LSPC will answer its telephone and begin taking information from MCIm subscribers at the same level of service as provided to SWBT's subscribers when calling the Customer Service Bureau ("CSB").

6.8.3 The SWBT LSPC will be on-line and operational twenty-four (24) hours per day, seven (7) days per week.

6.8.4 The EBI to be established pursuant to the preceding Section 6 of this Attachment shall be on-line and operational twenty-four (24) hours per day, seven (7) days per week except for scheduled routine maintenance downtime.

6.8.5 While in manual mode operation, SWBT will provide MCIm "estimated time to restore." The SWBT LSPC will notify the MCIm SPOC of each missed repair commitment through a status call. When the trouble ticket commitment time occurs and the trouble ticket has not been closed, an additional status call will provide the MCIm SPOC the current status (e.g., trouble was dispatched at 8:00 a.m.). The original trouble commitment will not be changed due to possible loss of priority for that customer. All missed appointments (e.g., vendor meets) will be handled in the same way. The status of all other tickets will be given to the MCIm SPOC through the fax of a daily log (faxed the next morning to the MCIm SPOC by 8 a.m. Central Time Zone) and will include all "closed tickets" from the previous day (including No Access and closed troubles).

6.8.6 Notice of emergency network outages, as defined in this Attachment, will be provided to the MCIm SPOC as soon as possible, within one (1) hour.

6.8.7 MCIm can request and receive comparable data on repair intervals including MCIm vs. SWBT and MCIm as compared to other LSPs.

6.8.8 For purposes of this Section, service is considered restored or a trouble resolved when the quality of a service is equal to that provided before the outage or the trouble occurred.

## 6.9 Escalation Procedures

6.9.1 SWBT will provide MCIm with SWBT's LSPC POTS Escalation/ Expedite Maintenance Procedures dated May 6, for maintenance resolution to be followed if, in MCIm's judgment, any individual trouble

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ticket or tickets are not resolved in a timely manner. The escalation procedures to be provided hereunder shall include names and telephone numbers of SWBT management personnel who are responsible for maintenance issues.

**6.9.2 In the event SWBT shall fail to conform to any specified performance and service quality standards, MCIm may request, and SWBT shall perform and deliver to MCIm, a root cause analysis of the reasons for SWBT's failure to conform, and SWBT shall correct said cause as soon as possible, at its own expense.**

#### 6.10 Premises Visit Procedures

6.10.1 SWBT Maintenance of Service Charges, when applicable, will be billed by SWBT to MCIm, and not to MCIm's end-user customers.

6.10.2 Dispatching of SWBT technicians to MCIm Customer premises shall be accomplished by SWBT pursuant to a request received from MCIm. SWBT shall provide MCIm maintenance dispatch personnel on the same schedule that SWBT provides dispatch for its own subscribers.

6.10.3 *SWBT employees shall identify themselves as SWBT employees who are performing service on behalf of the customer's provider on maintenance, installation and customer interaction functions. SWBT shall leave behind "hang tags" or cards which inform customers that SWBT was on their premises on behalf of the customer's provider. An example of a generic statement which shall be included on the card is as follows: "SWBT has provided repair service on behalf of MCIm, if you have any questions please contact (telephone number as specified by MCIm.)" Blanks shall be filled in with "MCIm" and a telephone number for service if it has been provided by MCIm to SWBT. [Missouri Award No. 33.]*

6.10.4 If a trouble cannot be cleared without access to the customer's premises and the customer is not at home, the SWBT technician will leave at the customer's premises a "no access" card requesting the customer to call MCIm for rescheduling of repair.

#### 6.11 Testing

6.11.1 SWBT will perform testing (including trouble shooting to isolate any problems) of Resale services purchased by MCIm in order to identify any circuit failure performance problems. MCIm will utilize the routine

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maintenance procedures for reporting troubles.

6.11.2 All Unbundled Network Elements troubles determined not to be end-user customer related or in MCIm's provided network will be reported by MCIm to SWBT. Upon receipt of a trouble report on Unbundled Network Elements(s), SWBT will test and sectionalize all elements purchased from (or provided by) SWBT. If SWBT determines that a trouble is isolated or sectionalized in network elements provided by MCIm, then SWBT will refer the trouble ticket back to the MCIm for handling and applicable Maintenance of Service charges will be billed to MCIm by SWBT.

6.11.3 SWBT and MCIm agree to develop a mutually acceptable Work Center Operational Understanding document to establish methods and procedures to define the exchange of information between SWBT and MCIm under which they will work together.

## 6.12 Standards

6.12.1 Maintenance charges for premises visits to an MCIm subscriber by SWBT employees or contractors shall only be billed to MCIm by SWBT. Upon such visits the SWBT employee shall inform the MCIm subscriber that he or she is there on behalf of MCIm.

6.12.2 SWBT employees or contractors shall leave a form when the MCIm subscriber is not present and, when the subscriber is present, verbally tell the subscriber that the trouble has either been resolved or that additional work will be necessary.

6.12.3 If additional work is required, SWBT employees or contractors shall assist the subscriber in calling MCIm from the subscriber's premise so that MCIm may schedule a new appointment with SWBT and the subscriber.

## 6.13 Performance Measurements and Reporting

### 6.13.1 Cycle Time Measurements

**6.13.1.1 SWBT repair bureau shall conform to the following performance and service quality standards when providing repair and maintenance to MCIm and MCIm subscribers**

under this Agreement.

**6.13.1.2** When repair service is provided to MCIm subscribers before an electronic interface is established between MCIm and SWBT, the following standards shall apply (calls placed on hold shall not be considered to meet these standards):

<b>Maintenance Function</b>	<b>Performance Measurement</b>
<b>Incoming call answered within 20 seconds</b>	<b>95 % met</b>
<b>Incoming call answered within 30 seconds</b>	<b>98 % met</b>
<b>Incoming call answered within 40 seconds</b>	<b>100 % met</b>
<b>Automated call from modem answered on 1st ring</b>	<b>80 % met</b>
<b>Automated call from modem answered on 2nd ring</b>	<b>100 % met</b>

**6.13.1.3** The SWBT repair bureau shall answer its telephone and begin taking information from MCIm within twenty (20) seconds of the first ring, ninety-five percent (95%) of the time; within thirty (30) seconds of the first ring, ninety-eight percent (98%) of the time; and within forty (40) seconds of the first ring, one hundred percent (100%) of the time. Calls answered by automated response systems via a modem must be answered on the first ring eighty percent (80%) of the time and by the second ring one hundred percent (100%) of the time.

**6.13.1.4** For all residence and small business trouble reports, SWBT agrees to adhere to the same repair intervals as SWBT provides to itself and its affiliates.

**6.13.1.5** In the event the Commitment Time or "estimated time to restore" has been missed, SWBT shall make the information available to MCIm.

**6.13.1.6** Emergency network outages shall be restored within one (1) hour. The only exception to this shall be in the case of a Force Majeure event affecting an entire exchange.

**6.13.1.7** Where an outage has not reached the threshold

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defining an emergency network outage, the following quality standards shall apply with respect to restoration of services.

**6.13.1.7.1 Total outages requiring a premises visit by an SWBT technician and reported to SWBT between 8 a.m. to 6 p.m. seven (7) days a week and holidays shall be restored: within four (4) hours of referral, ninety percent (90%) of the time; within eight (8) hours of referral, ninety-five percent (95%) of the time; and, within sixteen (16) hours of referral, ninety-nine percent (99%) of the time.**

**6.13.1.7.2 Total outages requiring a premises visit by a SWBT technician and reported to SWBT between 6 p.m. and 8 a.m. seven (7) days a week and holidays shall be restored during the following 8 a.m. to 6 p.m. period in accordance with the following performance metrics: within four (4) hours of 8 a.m., ninety percent (90%) of the time; within eight (8) hours of 8 a.m., ninety-five percent (95%) of the time; and, within sixteen (16) hours of 8 a.m., ninety-nine percent (99%) of the time.**

**6.13.1.7.3 Total service outages which do not require a premises visit by a SWBT technician shall be restored: within two (2) hours of referral, eighty-five percent (85%) of the time; within three (3) hours of referral, ninety-five percent (95%) of the time; and within four (4) hours of referral, ninety-nine percent (99%) of the time.**

**6.13.1.8 For maintenance and trouble management purposes, Telephone Service Prioritization (TSP) and Essential Services outages shall be designated for repair at the highest priority.**

**6.13.1.9 Trouble reports for other than total service outage shall be resolved within twenty-four (24) hours of referral, ninety-five percent (95%) of the time, irrespective of whether or not resolution requires a premises visit. For purposes of this Section 6, service will be considered restored, or a trouble considered resolved, when the quality of the service is equal to that provided before the outage or the trouble occurred.**

**6.13.1.10 Repeat trouble reports from the same subscriber on the same service in a two-month period shall be less than one percent (1 %). Repeat trouble reports shall be measured by the number of calls received by the SWBT repair bureau relating to the same telephone service during the current and previous report months.**

**6.13.1.11 To support unbundling processes, SWBT agrees to support trouble sectionalization and resolution and to respond to MCIIm requests for assistance within one (1) hour for scheduling of testing personnel.**

#### 6.13.2 Quality

**6.13.2.1 The SWBT repair bureau, including the electronic interface to be established pursuant to Section 3.3.1 of this Attachment, shall be on-line and operational twenty-four (24) hours per day, seven (7) days per week.**

**6.13.2.2 The SWBT repair bureau shall provide to MCIIm the "estimated time to restore," with at least ninety-seven percent (97%) percent accuracy.**

#### 6.13.3 Reporting

**6.13.3.1 At MCIIm's request, SWBT must: (1) maintain data that compares the installation intervals and maintenance/service response times experienced by MCIIm's customers requesting such service/maintenance to those experienced by SWBT customers and the customers of other LSPs; and (2) provide the comparative data to MCIIm on a regular basis. If MCIIm requests comparative data from SWBT in its interconnection agreement, MCIIm must make a reasonable effort to define the specific data that it seeks to receive from SWBT. SWBT shall not levy a separate charge for provision of the requested information to MCIIm.**

**6.13.3.2 SWBT shall provide monthly performance reports detailing overall performance in repairing service, including comparative results for SWBT's own subscribers. Reports will contain at a minimum the following information presented by State, Area Code, NXX, Product Feature, and will be delivered monthly with daily information detail:**

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**6.13.3.2.1 Jeopardies**

**6.13.3.2.1.1 Total number**

**6.13.3.2.1.2 As a percentage of trouble tickets**

**6.13.3.2.2 Appointments**

**6.13.3.2.2.1 Total number**

**6.13.3.2.3 Missed appointments**

**6.13.3.2.3.1 Total number**

**6.13.3.2.3.2 As a percentage of total appointments**

**6.13.3.2.4 Repeat troubles**

**6.13.3.2.4.1 Total number**

**6.13.3.2.4.2 As a percentage of total troubles**

**6.13.3.2.5 Planned outages**

**6.13.3.2.5.1 Total number**

**6.13.3.2.5.2 As a percentage of total outages**

**6.13.3.2.6 Unplanned outages**

**6.13.3.2.6.1 Total number**

**6.13.3.2.6.2 As a percentage of total outages**

**6.13.3.2.7 Total number of trouble identified proactively**

**6.13.3.2.8 Total number of proactive troubles repaired**

**6.13.3.2.9 Total number of subscriber affected by a**

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**network alarm**

**6.13.3.2.10 Total time to notify MCIm of a network alarm**

**6.13.3.2.11 Total number of service interruptions**

**6.13.3.2.12 Total number of mechanized loop tests performed**

**6.13.3.2.13 Total number of emergency network outages as defined by 5,000 or more blocked call attempts in a ten minute period**

6.13.3.3 MCIm may, at its discretion, further request additional and/or modified reporting as business needs demand.

**7. Miscellaneous Services & Functions**

**7.1 General Requirements**

**7.1.1 Basic 911 and E911 General Requirements**

**7.1.1.1 Basic 911 and E911 provides a caller access to the appropriate emergency service bureau by dialing a 3-digit universal telephone number (911). Basic 911 and E911 access from Local Switching shall be provided to MCIm in accordance with the following:**

**7.1.1.2 SWBT shall provide and maintain such equipment at the Basic 911 and E911 Control Office and the DBMS as is necessary to perform the Basic 911 and E911 services set forth herein. This shall include some or all of the following:**

**7.1.1.2.1 Switching the E911 calls through the Control Office(s) to the designated primary PSAP or to designated alternate locations, according to routing criteria specified by the Public Safety Agency.**



**7.1.1.2.2 Storing the names, addresses, and associated telephone numbers from MCIm's exchanges in the electronic data processing database for the E911 DBMS. MCIm is responsible for uploading and updating this information.**

**7.1.1.2.3 Transmission of ANI and ALI information associated with MCIm's end users accessing E911 service to the PSAP for display at an attendant position console.**

**7.1.1.3 SWBT shall provide and maintain sufficient dedicated E911 circuits, according to provisions of the E911 tariff and specifications of the Public Safety Agency to ensure compliance with all state regulations concerning emergency services.**

**7.1.1.4 SWBT shall provide MCIm with a description of the geographic area and PSAPs served by the E911 Control Office(s).**

**7.1.1.5 If available, SWBT shall offer a third type of 911 service, S911. All requirements for E911 also apply to S911 with the exception of the type of signaling used on the interconnection trunks from the local switch to the S911 tandem.**

**7.1.1.6 Basic 911 and E911 functions provided to MCIm shall be at least at parity with the support and services that SWBT provides to its subscribers for such similar functionality.**

**7.1.1.7 Basic 911 and E911 access from Local Switching shall be provided to MCIm in accordance with the following:**

**7.1.1.7.1 SWBT shall conform to all state regulations concerning emergency services.**

**7.1.1.7.2 For E911, SWBT shall use its service order process to update and maintain subscriber information in the ALI/DMS data base. Through this process, SWBT shall provide and validate subscriber information resident or entered into the ALI/DMS data base.**

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